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& PRESSER****Fax**

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**To: Examiner: Matthew L. Brooks**  
**Group Art Unit: 3629**  
**Confirmation No.: 1976**

**From:** John S. Sensny, Esq.

**Fax:** 571-273-8300

**Pages:** 15 (Including fax cover sheet)

**Phone:**

**Date:** June 5, 2006

**Re:** Applicant: Sridhar Krishnamoorthy  
Serial No.: 10/796,345  
Filed: March 9, 2004  
For: "METHOD, SYSTEM AND  
PROGRAM FOR INTEGRATED SERVICE  
MANAGEMENT"  
Docket: END920030147US1 (17238)

**CC**

**AMENDMENT UNDER 37 C.F.R. §1.111****TRANSMITTED HEREWITH:**


1. Amendment Transmittal Letter (in duplicate);
2. Amendment under 37 C.F.R. §1.111; and
3. Certificate of Facsimile Transmission, dated June 5, 2006 (in duplicate).

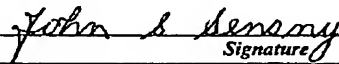
**FOR:**

Applicants: Sridhar Krishnamoorthy  
Serial No.: 10/796,345  
Filed: March 9, 2004  
For: "METHOD, SYSTEM AND PROGRAM FOR INTEGRATED SERVICE MANAGEMENT"  
Docket: END920030147US1 (17238)  
JSS:jy

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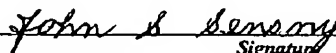
|   |                                     |  |                               |
|---|-------------------------------------|--|-------------------------------|
| <b>CERTIFICATE OF TRANSMISSION BY FACSIMILE (37 CFR 1.8)</b><br>Applicant(s): <b>Sridhar Krishnamoorthy</b>   |                                     | Docket No.<br><b>END920030147US1 (17238)</b> |                               |
| Application No.<br><b>10/796,345</b>  | Filing Date<br><b>March 9, 2004</b> | Examiner<br><b>Matthew L. Brooks</b>         | Group Art Unit<br><b>3629</b> |
| Invention: <b>METHOD, SYSTEM AND PROGRAM FOR INTEGRATED SERVICE MANAGEMENT</b>  |                                     |  |                               |
| <b>CONFIRMATION NO.: 1976</b>   |                                     |  |                               |
| <p>I hereby certify that this <u>AMENDMENT UNDER 37 C.F.R. §1.111</u><br/> <i>(Identify type of correspondence)</i></p> <p>is being facsimile transmitted to the United States Patent and Trademark Office (Fax. No. <u>(571) 273-8300</u>)</p> <p>on <u>June 5, 2006</u><br/> <i>(Date)</i></p> <div style="text-align: right; margin-top: 100px;"> <u>John S. Sensny</u><br/> <i>(Typed or Printed Name of Person Signing Certificate)</i><br/> <br/> <i>(Signature)</i> </div> |                                     |  |                               |
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|   |   |                                      |   |                               |   |  |
|---|---|--------------------------------------|---|-------------------------------|---|--|
| <b>AMENDMENT TRANSMITTAL LETTER (Large Entity)</b>  |   |                                      |   |                               | <b>Docket No.</b><br><b>END920030147US1 (17238)</b> |  |
| <b>Applicant(s): Sridhar Krishamoorthy</b>  |   |                                      |   |                               |   |  |
| <b>Application No.</b><br>10/796,345  | <b>Filing Date</b><br>March 9, 2004         | <b>Examiner</b><br>Matthew L. Brooks | <b>Customer No.</b><br>23389  | <b>Group Art Unit</b><br>3629 | <b>Confirmation No.</b><br>1976                     |  |
| <b>Invention: METHOD, SYSTEM AND PROGRAM FOR INTEGRATED SERVICE MANAGEMENT</b>  |   |                                      |   |                               |   |  |
| <u><b>COMMISSIONER FOR PATENTS:</b></u>   |   |                                      |   |                               |   |  |
| Transmitted herewith is an amendment in the above-identified application.<br>The fee has been calculated and is transmitted as shown below.   |   |                                      |   |                               |   |  |
| <b>CLAIMS AS AMENDED</b>  |   |                                      |   |                               |   |  |
|   | <b>CLAIMS REMAINING<br/>AFTER AMENDMENT</b> | <b>HIGHEST #<br/>PREV. PAID FOR</b>  | <b>NUMBER EXTRA<br/>CLAIMS PRESENT</b>  | <b>RATE</b>                   | <b>ADDITIONAL<br/>FEE</b>                           |  |
| <b>TOTAL CLAIMS</b>   | 20 -  | 20 =                                 | 0   | x \$50.00                     | \$0.00  |  |
| <b>INDEP. CLAIMS</b>  | 3 -   | 3 =                                  | 0   | x \$200.00                    | \$0.00  |  |
| <b>Multiple Dependent Claims (check if applicable)</b> <input type="checkbox"/>   |   |                                      |   |                               | \$0.00  |  |
| <b>TOTAL ADDITIONAL FEE FOR THIS AMENDMENT</b>  |   |                                      |   |                               | \$0.00  |  |
| <input checked="" type="checkbox"/> No additional fee is required for amendment.<br><input type="checkbox"/> Please charge Deposit Account No. _____ in the amount of _____<br><input type="checkbox"/> A check in the amount of _____ to cover the filing fee is enclosed.<br><input checked="" type="checkbox"/> The Director is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account <b>09-0457/IBM</b><br><input checked="" type="checkbox"/> Any additional filing fees required under 37 C.F.R. 1.16.<br><input checked="" type="checkbox"/> Any patent application processing fees under 37 CFR 1.17.<br><input type="checkbox"/> Payment by credit card. Form PTO-2038.<br><b>WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038.</b> |   |                                      |   |                               |   |  |
| <br>_____<br><b>John S. Sensny</b><br>Registration No. 28,757<br><br>Scully, Scott, Murphy & Presser<br>400 Garden City Plaza - Suite 300<br>Garden City, New York 11530<br>(516) 742-4343   |   |                                      | <b>Dated: June 5, 2006</b>  |                               |   |  |
| <b>cc: JSS:jy</b>   |   |                                      | <div style="text-align: center;"><del>I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to "Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450" [37 CFR 1.8(a)] on</del></div> <div style="text-align: center;"><del>_____<br/>(Date)</del></div> <div style="text-align: center;"><del>_____<br/>Signature of Person Mailing Correspondence</del></div> <div style="text-align: center;"><del>_____<br/>Typed or Printed Name of Person Mailing Correspondence</del></div> |                               |   |  |
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P111LARGE/REV09

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|--|-------------------------------------|--------------------------------------|--------------------------------|
| <b>CERTIFICATE OF TRANSMISSION BY FACSIMILE (37 CFR 1.8)</b>   |                                     |                                      | <b>Docket No.</b>              |
| Applicant(s): <b>Sridhar Krishnamoorthy</b>  |                                     |                                      | <b>END920030147US1 (17238)</b> |
| <b>Application No.</b><br>10/796,345   | <b>Filing Date</b><br>March 9, 2004 | <b>Examiner</b><br>Matthew L. Brooks | <b>Group Art Unit</b><br>3629  |
| Invention: <b>METHOD, SYSTEM AND PROGRAM FOR INTEGRATED SERVICE MANAGEMENT</b>   |                                     |                                      |                                |
| <b>CONFIRMATION NO.: 1976</b>  |                                     |                                      |                                |
| <p>I hereby certify that this <u>AMENDMENT UNDER 37 C.F.R. §1.111</u><br/>(Identify type of correspondence)</p> <p>Is being facsimile transmitted to the United States Patent and Trademark Office (Fax. No. <u>(571) 273-8300</u>)</p> <p>on <u>June 5, 2006</u><br/>(Date)</p> <p><u>John S. Sensny</u><br/>(Typed or Printed Name of Person Signing Certificate)</p> <p><u>John S. Sensny</u><br/>(Signature)</p> |                                     |                                      |                                |
| <p><b>Note: Each paper must have its own certificate of mailing.</b></p>   |                                     |                                      |                                |

P18/REV02

|   |                                     |                                      |   |                               |  |  |
|---|-------------------------------------|--------------------------------------|---|-------------------------------|--|--|
| <b>AMENDMENT TRANSMITTAL LETTER (Large Entity)</b>  |                                     |                                      |   |                               | Docket No.<br><b>END920030147US1 (17238)</b> |  |
| Applicant(s): <b>Sridhar Krishamoorthy</b>  |                                     |                                      |   |                               |  |  |
| Application No.<br><b>10/796,345</b>  | Filing Date<br><b>March 9, 2004</b> | Examiner<br><b>Matthew L. Brooks</b> | Customer No.<br><b>23389</b>  | Group Art Unit<br><b>3629</b> | Confirmation No.<br><b>1976</b>              |  |
| Invention: <b>METHOD, SYSTEM AND PROGRAM FOR INTEGRATED SERVICE MANAGEMENT</b>  |                                     |                                      |   |                               |  |  |
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|   | CLAIMS REMAINING<br>AFTER AMENDMENT | HIGHEST #<br>PREV. PAID FOR          | NUMBER EXTRA<br>CLAIMS PRESENT  | RATE                          | ADDITIONAL<br>FEE                            |  |
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| INDEP. CLAIMS   | 3 -                                 | 3 =                                  | 0   | x \$200.00                    | \$0.00                                       |  |
| Multiple Dependent Claims (check if applicable) <input type="checkbox"/>  |                                     |                                      |   |                               | \$0.00                                       |  |
| <b>TOTAL ADDITIONAL FEE FOR THIS AMENDMENT</b>  |                                     |                                      |   |                               | <b>\$0.00</b>                                |  |
| <input checked="" type="checkbox"/> No additional fee is required for amendment.<br><input type="checkbox"/> Please charge Deposit Account No. _____ in the amount of _____<br><input type="checkbox"/> A check in the amount of _____ to cover the filing fee is enclosed.<br><input checked="" type="checkbox"/> The Director is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account <b>09-0457/IBM</b><br><input checked="" type="checkbox"/> Any additional filing fees required under 37 C.F.R. 1.16.<br><input checked="" type="checkbox"/> Any patent application processing fees under 37 CFR 1.17.<br><input type="checkbox"/> Payment by credit card. Form PTO-2038.<br><b>WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038.</b> |                                     |                                      |   |                               |  |  |
| <br>John S. Sensny<br>Registration No. 28,757<br><br>Scully, Scott, Murphy & Presser<br>400 Garden City Plaza - Suite 300<br>Garden City, New York 11530<br>(516) 742-4343   |                                     |                                      | Dated: June 5, 2006<br><br><div style="border: 1px solid black; padding: 5px;">         I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to "Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450" [37 CFR 1.8(a)] on _____<br/>         (Date)<br/><br/>         _____<br/>         Signature of Person Mailing Correspondence<br/><br/>         _____<br/>         Typed or Printed Name of Person Mailing Correspondence       </div> |                               |  |  |
| cc: JSS:jy  |                                     |                                      |   |                               |  |  |

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**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

|                    |  |                  |                         |
|--------------------|--|------------------|-------------------------|
| <b>Applicant:</b>  | Sridhar Krishnamoorthy   | <b>Examiner:</b> | Matthew L. Brooks       |
| <b>Serial No.:</b> | 10/796,345   | <b>Art Unit:</b> | 3629                    |
| <b>Filed:</b>      | March 9, 2004  | <b>Docket:</b>   | END920030147US1 (17238) |
| <b>For:</b>        | METHOD, SYSTEM AND<br>PROGRAM FOR INTEGRATED<br>SERVICE MANAGEMENT | <b>Dated:</b>    | June 5, 2006            |

**Confirmation No.:** 1976

Commissioner of Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**AMENDMENT UNDER 37 C.F.R. §1.111**

Sir:

In response to the Office Action dated March 3, 2006, please amend the subject patent application as follows.

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**CERTIFICATION OF FACSIMILE TRANSMISSION**

I hereby certify that this paper is being facsimile transmitted to the U.S. Patent and Trademark Office on the date shown below.

Dated: June 5, 2006

John S. Sensny  
John S. Sensny

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